April 23, 2009

Rick Hindman
Chair, Chief Information Officer Council
John Gillispie
Chair, Joint Chief Information Officers

Dear Rick and John:

Today many agencies receive email from a centralized service provider, DAS-ITE. Other agencies provide email services for their own agencies in a de-centralized structure. Costs associated with email delivery and administration are calculated differently by each agency, as are the associated service levels, response times, functions, and support differs from agency to agency.

The Chief Information Officers Council, in collaboration with the Joint Chief Information Officers, will examine the costs and associated service levels associated with delivering email services to state employees in the executive branch as those costs and services exist currently.

Specific tasks, I would like the Chief Information Officers Council to perform are:

1. Understand existing costs and develop a strategy to reduce e-mail infrastructure costs – servers, storage and networking
2. Understand existing costs and develop a strategy to reduce email administration costs – staffing and support
3. Understand existing costs and develop a strategy to reduce software licensing costs
4. Improve security for the email platform and associated delivery and storage mechanisms
5. Improve reliability and consistency of email-related services / functions provided to employees
6. Improve upon the recovery period for restoring email services to the enterprise in the event of disaster
7. Improve upon the likelihood of maintaining the email platform and clients at a consistent version and patch level
8. Present a common and consistent email addressing structure to Iowa citizens – i.e. email.user@ Iowa.gov

9. Provide a centralized email directory for all executive branch agencies that is easy to use and easy to administer

10. Gain an understanding of the various agency policies – differences and similarities - that impact delivery of email services and incorporate best practices into an enterprise standard:
    a. Mailbox size
    b. Email retention, archive, and open records requests
    c. Remote Access to Email
    d. Application / web integration
    e. Service Levels / Response Times
    f. COOP / COG

The Chief Information Officers Council will deliver to the Technology Governance Board and the Governor's Office a written report detailing their findings and provide a recommendation for addressing the ten items detailed above no later than September 1, 2009.

Sincerely,

Charles Krogmeier
Chief of Staff

CC: Mark Schuling